

Transcript for Northern Territory Quarterly Performance Dashboard as at 30 September 2020

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes market characteristics, key outcomes and participant satisfaction results.

Section 1 Participants and Planning

A table displays the following key statistics on the Northern Territory participant pathway experience as at 30 September 2020 and 30 June 2020.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 3,428 as at 30 June 2020 to 3,636 as at 30 September 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 83 as at 30 June 2020 to 162 as at 30 September 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 5 as at 30 June 2020 to 2 as at 30 September 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 55% as at 30 June 2020 to 60% as at 30 September 2020. Bilateral Estimates as at 30 June 2020.
- The proportion of participants fully or partially self-managing their plan remained stable at 18%, from 30 June 2020 to 30 September 2020.
- The proportion of plans activated within 90 days remained stable at 82%, from 30 June 2020 to 30 September 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 3 are excluded. They are relatively new and it is too early to examine their durations to activation.
- The number of participant plan reviews completed decreased from 725 in the quarter ending 30 June 2020 to 608 in the quarter ending 30 September 2020. Plans less than 30 days in duration have been excluded.
- The proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days remained stable at 100%, from the quarter ending 30 June 2020 to the quarter ending 30 September 2020.
- The proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days increased from 40% in the quarter ending 30 June 2020 to 41% in the quarter ending 30 September 2020.
- The proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days increased from 85% in the quarter ending 30 June 2020 to 97% in the quarter ending 30 September 2020.
- The number of access decisions in progress increased from 115 as at 30 June 2020 to 119 as at 30 September 2020.
- The proportion of access decisions that were made or further information requested within 21 days of access request remained stable at 100.0%, from 30 June 2020 to 30 September 2020.

- The proportion of access decisions that were made within 14 days of final information being provided decreased from 100.0% in the quarter ending 30 June 2020 to 98.4% in the quarter ending 30 September 2020.
- The proportion of first plan approved after access decision has been made that were for participants aged 0 to 6, within 70 days increased from 72% in the quarter ending 30 June 2020 to 87% in the quarter ending 30 September 2020.
- The proportion of first plan approved after access decision has been made that were for participants aged 7 or above, within 90 days increased from 62% in the quarter ending 30 June 2020 to 75% in the quarter ending 30 September 2020.

A chart displays the change in active participants between 30 June 2020 and 30 September 2020.

There were 3,428 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 233 plan approvals and a negative net movement of 25 participants across jurisdictions and Scheme exits. This resulted in 3,636 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 162 children in the E-C-E-I gateway receiving initial supports as at 30 September 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 September 2020 was 3,798.

The following key statistics summarise the Northern Territory performance as at 30 September 2020.

- 3,924 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in the Northern Territory. 3,798 of these continue to be active.
- 1,607 active participants are receiving supports for the first time.
- In the current quarter, 233 participants have entered the Scheme and there are 162 children with initial supports in the E-C-E-I gateway at the end of September 2020.
- 608 plans have been reviewed this quarter.
- 311 access decisions have been made in the quarter, 263 of which met access and are still active as at 30 September 2020.
- 109 (46.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Northern Territory to 1,791 (49.3%).
- 50 (21.5%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in Northern Territory to 930 (25.6%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Northern Territory provider and market metrics as at 30 September 2020 and at 30 June 2020.

- The total number of active providers (with at least one claim ever) increased from 545 as at 30 June 2020 to 585 as at 30 September 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.
- The total number of active providers in last quarter decreased from 252 as at 30 June 2020 to 235 as at 30 September 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.

- Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) increased from 65% as at 30 June 2020 to 66% as at 30 September 2020.
- Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 50%, from 30 June 2020 to 30 September 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.
- Market concentration. The proportion of service districts where the top 10 providers supply more than 85% of the supports remained stable at 67%, from 30 June 2020 to 30 September 2020.
- The proportion of payments paid within 5 days (portal) increased from 99.5% as at 30 June 2020 to 99.8% as at 30 September 2020.
- The growth in annualised plan budget increased from 11.4% as at 30 June 2020 to 13.7% as at 30 September 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Northern Territory provider and market metrics as at 30 September 2020.

- The number of active providers at the end of September is 585, growing by 7% in the quarter.
- Utilisation was 66% in the six months from 1 January 2020 to 30 June 2020, with 50% of service districts in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 67% of service districts, the top 10 providers provide more than 85% of supports by value.

A chart displays the Northern Territory distribution of service districts by plan utilisation as at 30 September 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

3 out of 6 (50%) service districts are more than 10 percentage points below the adjusted national benchmark.

No service districts are between 5 and 10 percentage points below the adjusted national benchmark.

3 out of 6 (50%) service districts are within 5 percentage points of the adjusted national benchmark.

No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

No service districts are more than 10 percentage points above the adjusted national benchmark.

Service districts below benchmark:

- East Arnhem: 31% versus 65% benchmark.
- Darwin Remote: 34% versus 58% benchmark.
- Barkly: 54% versus 75% benchmark.
- Katherine: 72% versus 76% benchmark.
- Central Australia: 73% versus 75% benchmark.

- Darwin Urban: 71% versus 72% benchmark.

A chart displays the Northern Territory distribution of service districts by market concentration as at 30 September 2020.

No service districts have more than 95% of payments going to the 10 largest providers.

1 out of 6 (17%) service districts have between 90% and 95% of payments going to the 10 largest providers.

3 out of 6 (50%) service districts have between 85% and 90% of payments going to the 10 largest providers.

1 out of 6 (17%) service districts have between 65% and 85% of payments going to the 10 largest providers.

1 out of 6 (17%) service districts have between 45% and 65% of payments going to the 10 largest providers.

No service districts have less than 45% of payments going to the 10 largest providers.

Service districts above benchmark:

- Barkly: 94% versus 85% benchmark.
- East Arnhem: 88% versus 85% benchmark.
- Katherine: 88% versus 85% benchmark.
- Central Australia: 86% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 30 September 2020. 'Other' includes participants with service district information missing.

A chart displays the average annualised committed supports and utilisation by service district.

The following comments are made regarding the Northern Territory experience at service district level as at 30 September 2020.

- Darwin Urban has the highest number of active participants (2,113), while Barkly has the lowest (160).
- Central Australia has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Northern Territory service districts.
- Central Australia has the highest utilisation at 73%, whilst East Arnhem has the lowest utilisation at 31%.
- Only utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.

Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on Northern Territory participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020. These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

- The percentage - Participant employment rate - ages 15 and over remained stable at 9%, from Baseline to the latest review.
- The percentage - Participant social and community engagement rate - ages 15 and over increased from 50% at Baseline to 53% at the latest review.
- The percentage - Parent and carer employment rate - all ages increased from 45% at Baseline to 46% at the latest review.

There is insufficient data to report on the participant satisfaction survey results for Northern Territory.